

ABSTRACT OF THE DISCLOSURE

A trouble ticket tracking system and method including a server in communication with an electronic network and a database for storing trouble tickets in communication with the server. A user computer is in communication with the network and has access, via a graphical user interface (GUI), to the server. The graphical user interface includes at least one screen which is operable to enter a new trouble ticket along with (i) a person responsible for resolving the ticket and (ii) a severity level for the trouble ticket, and to store the trouble ticket in the database. A paging system is also in communication with the server and when the severity level associated with a new trouble ticket is above a predetermined threshold, the server automatically initiates a call to the person responsible via the paging system. A duplicate ticket search engine is also preferably included to identify actual or potential duplicate trouble tickets, list any such duplicates and permit deletion thereof or a flagging thereof whereby when a representative ticket is closed out, the duplicate trouble ticket is also closed out.